



## STAFF REPORT

TOWN COUNCIL MEETING OF JANUARY 10, 2017

To: Honorable Mayor and Members of the Town Council  
From: Joan L. Phillipe, Town Manager  
Subject: Request for Approval of Town Manager Job Description  
Date: January 4, 2017

**RECOMMENDATION ACTION:** Approve

**ISSUE STATEMENT AND DISCUSSION:**

When the town incorporated and in the several years after, a series of job descriptions were approved for the various employee positions. In the ensuing years, there have been a few others approved but it doesn't appear that most of them have been reviewed and updated to meet today's standards. In a process that will move forward over the next months, it is the intention that all of the current job descriptions will be reviewed and updated and brought forward for approval. This will be done at the time annual evaluations are scheduled to utilize that time to obtain employee input.

The first in the series is the town manager job description which is attached for consideration of approval. The existing description was reviewed along with descriptions from other jurisdictions and input from councilmembers through individual discussions to write the proposed new description.

It simply sets forth the requirements and expectations of the position in terms more consistent with today's needs and practices.

**FINANCIAL IMPLICATIONS:** None with the recommended action.

## TOWN MANAGER

### **DESCRIPTION:**

Under policy direction from the Town Council, plans, implements, directs and oversees the activities and operation of the Town of Loomis including comprehensive programs for the town's long range growth and economic development. The town manager also provides overall leadership and direction to all town departments ensuring efficient and effective services in accord with the Municipal Code and Town Council directives as well as providing highly complex administrative support to the Town Council. In addition this position represents the Town's interests with other levels and agencies of government, business interests and the community at large.

### **DISTINGUISHING CHARACTERISTICS:**

The Town Manager serves as the chief executive officer of the town with responsibility for planning, administering, directing, overseeing and evaluating the activities and operation of the Town. Working under broad policy direction and guidelines provided by the Town Council, the Town Manager provides direct supervision to department heads and appropriate other staff to ensure that service standards are met and maintained and to ensure public services are delivered in an efficient, effective and positive manner. The manager is expected to exercise a high degree of independence, initiative and professional expertise in the administration and day-to-day management of the Town established by the Town Council, State and federal laws, regulations and guidelines.

This position provides highly responsible assistance to the Town Council in facilitating the development and implementation of the Town's goals and objectives and implements policy decisions made by the Town Council.

In addition to providing visionary and innovative leadership, supervision and general direction to the Town's staff, the Town Manager must be able to develop and coordinate cooperative relationships with those who provide services within the town limits either by contract or special district status including police services, water and sewer services and fire protection.

The Town Manager is expected to be a hands-on professional who is involved and visible in the community and a leader in the region.

### **ESSENTIAL DUTIES:**

1. Assists and advises the Town Council in establishing overall Town policies and ordinances and then directs the implementation of those adopted by the Council by incorporating them into an overall work program based on a strategic plan; oversees long range planning, analysis and evaluation of Town

programs and services and promotes a strategy to seek and develop best practices for greater efficiency and economy in town government.

2. Prepares and submits recommendations in concise staff reports and other communications.
3. Attends Town Council and Planning Commission meetings (planning staff may be delegated to this responsibility as appropriate).
4. Keeps the Town Council advised as to the financial conditions, operations and needs of the Town and ensures the maintenance of fiscal integrity by directing the preparation and presentation of the proposed annual budget to the Town Council for approval; ensures the Town Council is kept fully advised of the financial condition and needs of the Town throughout the fiscal year and adheres to Council adopted financial management policies.
5. Selects, trains, motivates, supports and evaluates assigned personnel; plans and evaluates the performance of direct reports; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; makes decisions on compensation and other rewards to recognize performance; takes disciplinary action when necessary, up to and including termination subject to the town's Personnel Rules and Memorandums of Understanding.
6. Provides leadership and works with management staff to develop and retain highly competent, customer service-oriented staff. Promotes a "can do" culture within all staff by embraces public service by providing positive interaction with every individual and/or business through selection, compensation, training and day-to-day management practices that support the town's mission and values. This includes full and sole responsibility for hiring and firing of department managers and internal development, implementation and evaluation of administrative policies, systems and procedures to achieve the Town's work programs and standards.
7. Works closely with the Town's attorney to form a professional partnership.
8. Develops and maintains working relationships with the water, wastewater and fire protection districts providing services within the Town's boundaries as well as administers the contract for police and attorney services and any other contracts providing Town services.
9. Negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints including resolving citizen appeals of departmental decisions. Promotes peaceful, equitable and efficient resolution of disputes between third parties and the Town and investigates complaints in relation to matters concerning the administration of the Town government and services.
10. Represents the Town to other governmental agencies, community groups and various business, professional and other outside organizations, agencies or individuals; coordinates Town activities with those of other cities, counties, outside agencies and organizations.

11. Reviews proposed state and federal legislation for fiscal or operational impact to the town and makes recommendations to support or oppose those that would have potential affect and ensures the town's position is communicated to appropriate individuals, offices and committees of the state and/or federal governments.

12. Recommends adoption of measures and ordinances deemed necessary for the town to ensure compliance with all laws and ordinances of the Town and California and federal laws and regulations.

13. Maintains current knowledge of new trends and innovations in the field of municipal management and public administration; attends and participates in professional group meetings; and participates in professional development activities.

14. Provide collaborative leadership and communicates effectively both in writing and orally with Town Council, staff, customers, the press, the general public and civic groups to promote the Town's goals, resolve concerns and problems and answer questions.

15. Enforce the provisions of franchises, contracts, leases and agreements; make interpretations of Town regulations and various ordinances, codes and applicable laws to ensure compliance.

16. Establishes an internal culture that promotes leadership, collaboration and efficiency throughout the organization by seeking continuous improvement, partnerships and creative and innovative strategies to meet challenges and exceed citizen expectations; and provides opportunities for professional development and mentoring to build a strong team by empowering and supporting every employee and rewarding those that meet the challenge.

17. Ensures appropriate policy issues are set on the agenda for regular Town Council meetings; reviews all documents prior to agendizing for any town Council meeting; makes recommendations to the Town Council concerning the endorsement of or opposition to any proposed agenda items; and attends Town Council and Planning Commission meetings to take part in discussion of all matters before each body.

**MINIMUM REQUIREMENTS:**

**Education/Training:** A Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field. A Master's degree in a related field is desirable.

**Experience:** Ten years of progressively responsible management, administrative, staff or related experience including five years of experience as a department head, assistant city manager and /or city manager.

**Special Requirements:** A valid Class C California driver's license.

**Knowledge of:**

- Theories, principles and practices of public administration and local government administration in management, financial (including principles and practices of municipal budget preparation and administration), planning and public policy issues particularly and an understanding of how social, political and environmental issues influence program development and administration.
- Government, council and legislative processes including pertinent federal, state and local laws, codes and regulations and health and safety requirements.
- Labor relations and human resource management theory and practice.
- Principles and practices of management, supervision, training and performance evaluation.
- Principles of business letter writing and report preparation.
- Public relations principles and practices required to work in a positive and cooperative way to develop partnerships and rapport with other public officials, the business community, civic groups and private citizens as well as federal, state, regional, tribal and other local jurisdictions.
- Establish and maintain effective working relationships

**Ability to:**

- Be innovative, creative, proactive and have a “make it work” approach to doing business.
- Provide effective organizational and community leadership and confident decision making while managing and directing the operations, services and activities of a municipality.
- Develop, implement and administer Town-wide goals, objectives, policies, procedures, work standards and internal controls.
- Plan, organize, direct and coordinate the work of staff. Select, supervise, train and evaluate staff and delegate authority and responsibility. Be willing to empower staff members without micro-managing.
- Negotiate and resolve complex issues by being an innovative problem solver.
- Identify and respond to sensitive community, organizational and Town Council issues, concerns and needs.
- Perform difficult and complex analysis and research, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals. Prepare clear, concise and comprehensive administrative, financial and technical reports. Analyze and assess programs, policies and operational needs and make appropriate adjustments.
- Research, analyze and evaluate new service delivery methods and techniques.
- Respond to inquiries or complaints from customers, regulatory agencies or members of the business community.
- Effectively present information to executive management, public groups and/or boards of directors.
- Exercise sound, expert and independent judgement within general policy guidelines.
- Read and interpret complex data, information and documents.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.

- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Exercise tact and diplomacy in dealing with highly sensitive political, public policy, community and employee issues and situations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform duties in calm and focused manner in the event of a town-declared or other emergency.
- Listen, facilitate and synthesize multiple points of view.
- Prepare and mentor managers to assume broader leadership roles.
- Foster an organizational environment that develops talents at all levels.
- Build effective working relationships with Councilmembers, coworkers, subordinates and citizens. .

**Physical Demands and Work Environment:**

Is regularly required to sit, talk and hear at a desk and in meetings or on the telephone for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and operate a variety of standards office equipment, including a personal computer that requires continuous and repetitive eye and arm or hand movement; lift or carry weight of 10 pounds or less; bend and squat to perform file searches. Ability to walk or by other means observe department activities. Operate a vehicle to attend various meetings and workshops.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related or a logical assignment to the position. Job descriptions are subject to change by the Town as the needs and direction of the Town by the Town Council and requirements of the job change.